

survey were entered into a drawing for \$50. There were 20 names selected for the incentives.

**DSB personnel, CRP administrators and DN Surveys.** All of the DSB personnel (i.e., vocational rehabilitation and independent living counselors, social workers, and first line supervisors), CRPs currently contracted as a vendor with DSB, and DNs in the state were contacted via email with an initial invitation to participate, A follow-up request to participate was also sent to each group. DSB personnel were asked about: service needs and barriers; vocational rehabilitation needs; needs and barriers for minorities, unserved and underserved populations; and lastly their opinions about CRPs and workforce development programs. CRP administrators and DNs were asked about their experiences with and plans for providing services for persons who are blind or visually impaired.

### **Focus Groups and Interviews**

The DSB suggested four cities to conduct focus groups and seven individuals for interviews. Comments were captured by the facilitator or interviewer and recorded in MS Word. Questions were similar to the surveys in that the participant was asked about experiences with DSB, services received, suggestions, and complaints.

### **Analysis**

SurveyMonkey provided descriptive statistical reports for the surveys. Response rates were provided for each item as well as summaries. Quantitative data was also imported into Excel for analysis. Qualitative data was from two sources: the survey and interviews and focus groups. Survey comments were exported from SurveyMonkey into Excel and then copied and pasted into Microsoft Word. The comments were then imported into NVivo 8 (QSR International, Doncaster, Victoria, Australia <http://www.qsrinternational.com/>). NVivo is a non-numerical unstructured data indexing, searching and theorizing program that was used for data management (Richards, 2000). The interviews and focus group comments were transcribed into Word and then imported into NVivo8. Using open and axial coding, the comments were arranged into categories and themes. The analytical strategy was both descriptive and thematic and